



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

ROY COOPER
GOVERNOR

JAMES H. TROGDON, III
SECRETARY

DATE: May 15, 2018

TO: Join Legislative Transportation Oversight Committee

FROM: *for* T. M. Little, PE
Chief Engineer

SUBJECT: Citizen Action Request Report

DocuSigned by:
Robert Barron
503552EDEB8446E...

Pursuant to G.S. §136-18.05(b)(1), please find attached the Department's report on responsiveness to citizen-reported maintenance issues including potholes, drainage issues, guardrail repairs, damaged or missing signs, malfunctioning traffic lights, and shoulder damage which were identified in the previous month.

The Department of Transportation greatly appreciates the continuing support and assistance being provided by your Committee. Please let us know if additional information or clarification is needed.

TML/rlb

Attachments

MAILING ADDRESS:
NC DEPARTMENT OF TRANSPORTATION
CHIEF ENGINEER'S OFFICE
1 SOUTH WILMINGTON STREET
RALEIGH, NC 27699-1536

TELEPHONE: (919) 707-2500
FAX: (919) 733-9428
CUSTOMER SERVICE: 1-877-368-4968
WEBSITE: WWW.NCDOT.GOV

LOCATION:
1 SOUTH WILMINGTON STREET
RALEIGH, NC 27699-1536

Action Request (AR) Completion Report

April, 2018

Statewide

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	1,269	825	59	385
	Guardrail Damage	94	78	6	10
	Pothole	2,144	1,643	461	40
	Shoulder Repair	466	365	13	88
Traffic	Signal Malfunction	342	281	42	19
	Signing	336	277	27	32
Total		4,651	3,469	608	574

Division 1

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	53	47	1	5
	Guardrail Damage	4	4	0	0
	Pothole	62	57	4	1
	Shoulder Repair	11	10	0	1
Traffic	Signal Malfunction	2	2	0	0
	Signing	14	13	0	1
Total		146	133	5	8

Division 2

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	89	42	11	36
	Guardrail Damage	0	0	0	0
	Pothole	149	138	9	2
	Shoulder Repair	46	34	3	9
Traffic	Signal Malfunction	11	8	2	1
	Signing	11	8	2	1
Total		306	230	27	49

Division 3

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	282	112	19	151
	Guardrail Damage	2	0	0	2
	Pothole	217	161	45	11
	Shoulder Repair	99	63	3	33
Traffic	Signal Malfunction	13	13	0	0
	Signing	19	19	0	0
Total		632	368	67	197

Action Request (AR) Completion Report

April, 2018

Division 4

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	142	59	10	73
	Guardrail Damage	9	8	0	1
	Pothole	89	76	9	4
	Shoulder Repair	55	39	3	13
Traffic	Signal Malfunction	6	3	0	3
	Signing	28	26	1	1
Total		329	211	23	95

Division 5

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	102	59	3	40
	Guardrail Damage	12	7	5	0
	Pothole	683	370	311	2
	Shoulder Repair	56	39	0	17
Traffic	Signal Malfunction	132	88	40	4
	Signing	51	9	18	24
Total		1,036	572	377	87

Division 6

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	106	68	7	31
	Guardrail Damage	0	0	0	0
	Pothole	60	44	13	3
	Shoulder Repair	55	43	3	9
Traffic	Signal Malfunction	6	6	0	0
	Signing	19	16	3	0
Total		246	177	26	43

Division 7

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	109	86	3	20
	Guardrail Damage	6	0	0	6
	Pothole	91	83	6	2
	Shoulder Repair	21	19	0	2
Traffic	Signal Malfunction	65	65	0	0
	Signing	19	19	0	0
Total		311	272	9	30

Action Request (AR) Completion Report

April, 2018

Division 8

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	96	92	0	4
	Guardrail Damage	13	13	0	0
	Pothole	126	124	2	0
	Shoulder Repair	48	46	0	2
Traffic	Signal Malfunction	4	4	0	0
	Signing	14	11	1	2
Total		301	290	3	8

Division 9

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	102	94	0	8
	Guardrail Damage	5	5	0	0
	Pothole	218	215	3	0
	Shoulder Repair	29	28	0	1
Traffic	Signal Malfunction	8	8	0	0
	Signing	17	17	0	0
Total		379	367	3	9

Division 10

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	25	11	2	12
	Guardrail Damage	0	0	0	0
	Pothole	198	136	50	12
	Shoulder Repair	6	4	1	1
Traffic	Signal Malfunction	56	52	0	4
	Signing	42	37	2	3
Total		327	240	55	32

Division 11

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	21	21	0	0
	Guardrail Damage	4	4	0	0
	Pothole	33	33	0	0
	Shoulder Repair	5	5	0	0
Traffic	Signal Malfunction	1	1	0	0
	Signing	58	58	0	0
Total		122	122	0	0

Action Request (AR) Completion Report

April, 2018

Division 12

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	55	54	1	0
	Guardrail Damage	13	13	0	0
	Pothole	95	95	0	0
	Shoulder Repair	16	16	0	0
Traffic	Signal Malfunction	30	23	0	7
	Signing	21	21	0	0
Total		230	222	1	7

Division 13

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	56	56	0	0
	Guardrail Damage	17	16	1	0
	Pothole	60	60	0	0
	Shoulder Repair	11	11	0	0
Traffic	Signal Malfunction	3	3	0	0
	Signing	14	14	0	0
Total		161	160	1	0

Division 14

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	31	24	2	5
	Guardrail Damage	9	8	0	1
	Pothole	63	51	9	3
	Shoulder Repair	8	8	0	0
Traffic	Signal Malfunction	5	5	0	0
	Signing	9	9	0	0
Total		125	105	11	9